Where To Find It in CENTRAL PARK LIBRARY: Services, Collections, Features

Web Page	Library Hours
www.library.ci.santa-clara.ca.us	M-Tu 9-9
	W 12-9
	Th-Sa 9-6
	Su 1-5

[Note: all directions assume entry at front Homestead Road entrance]

Administration (615-2930)

- 2nd floor, to right at top of main Lobby staircase
- City Librarian; Assistant City Librarian; Director, Foundation and Friends of Santa Clara City Library
- Community/meeting room reservations taken (M, Tu, Th, F 9-5; W 12-5)

Adult Collections

- 1st floor--right side of boulevard
 - o Fiction and genre fiction (mysteries, science fiction, westerns, romance, etc.)
 - o Audio books, CD-ROMs, feature DVDs and videos
 - Large print
 - New Books (fiction and nonfiction)
- 2nd floor:
 - Nonfiction books, videos, and DVDs (media interfiled with books)
 - Special collections: Adult New Reader (adult literacy), Art, Genealogy, Kaiser Permanente Health & Wellness, Languages, Local History
 - Adult Reference and Business Reference
 - Periodicals and newspapers

Adult New Reader Collection

- 2nd floor, right of boulevard
- Materials for use by general public and by tutors and learners with Read Santa Clara, the Library's adult literacy program (615-2956)

Art Works

- Art installations by nationally renowned artists throughout Library and outside both entrances
- For information on artists and their works, see Art in the Central Park Library flyer and wall plaques in vicinity of art pieces

Book Drops

- Outside to the right of main Lobby entrance
- Main Lobby to right of front door
- Drive-up in garage, far left

Café

- By park entrance; for light refreshments
- Only area inside Library where eating/drinking is permitted; securely capped bottled water only allowed in Library--except in Heritage Pavilion, where none is allowed

Catalog/Databases

- Computers with online catalog and databases available throughout Library on both floors
- Both available on library's Web site (www.library.ci.santa-clara.ca.us)

Children's Services (615-2916)

- Children's collections and service desk on 1st floor, left side of boulevard
- Internet access for children in Children's area--see Policy for Internet Use by Minors
- Picture Book Pavilion
- Children's Garden
- Storytimes and children's programs (see Children's calendar on Web site)
- Assistance with catalog, Internet, databases, items placed on hold, reserves

Circulation/Accounts Assistance (615-2970)

- Desk in main Lobby, right of front door
- Register library patrons; update library accounts
- Provide account information to cardholders
- Checkout, renew, check-in library materials
- Pay library fines and fees
- Retrieve items reserved or on hold, genealogy Interlibrary Loans, and Link+ materials

Community/Meeting Rooms (615-2930)

- 1st floor, left of Lobby off Gallery: Redwood (capacity 125) and Cedar (capacity 100) Rooms available for rent by public—see Library Administration to reserve
- 1st floor, far right of Parkside entrance: Sycamore Meeting Room (capacity 10)—by reservation through Administration
- 2nd floor, right of Administration: Library Board Room—City staff only, by reservation through Administration
- All users must comply with library policies governing use of community/meeting rooms

Copiers

- Copy Rooms on 1st and 2nd floor, right side of boulevard
- Print/copy cards may be purchased or cash used; bill changers available
- Copiers enlarge and reduce
- Problems with copiers: see Technology Center on 1st floor, Periodicals Desk on 2nd floor

Donations

- Donations to the Foundation and Friends of the Santa Clara City Library accepted—see guidelines for donating to Library (available at public service desks and in Foundation & Friends Store
- Drop off items at Foundation and Friends Store or place in bin located in main Lobby
- Donations either will be added to library collection or sold in Foundation & Friends Store

Drinking Fountains

Adjacent to elevators, 1st and 2nd floors

Elevators

- Available on both floors, right side of boulevard
- Elevator available from Parking Garage to area outside main Lobby entrance

Express Check

- Self-check machines available:
 - o 1st floor in main Lobby and by Parkside entrance
 - o 2nd floor, top of main Lobby stairs

Extension Services (615-2916)

- Youth and Extension Services Desk in Children's area, 1st floor, left of boulevard
- Outreach to seniors and homebound
- Book chats and book discussion group

Fireplaces

- 1st floor, Fiction Pavilion
- 2nd floor, Periodicals Pavilion

Foundation and Friends of the Library Store (615-2987)

- Main Lobby, 1st floor
- Used books, media, and gift items for sale
- Web site: http://www.lovethelibrary.org

Gallery

- 1st floor, off main Lobby to left
- Walkway to Cedar and Redwood Community Rooms
- Restrooms
- Foundation and Friends of the Santa Clara City Library donor wall

Genealogy and Local History (615-2909)

- Special collections in Heritage Pavilion, 2nd floor
- Genealogical and local history resources include databases, microforms, and printed material
- Heritage Pavilion public service desk for research assistance from Local History Librarian and Santa Clara County Historical & Genealogical Society consultants (for in-depth research assistance, call ahead for appointment)
- Users must comply with Policy for Use of Second Floor (Heritage Pavilion)

Group Study Rooms

- Ash, Oak, and Pine Group Study Rooms, 2nd floor, top of front staircase
- Available for collaborative use by 2-4 persons, ages 14 or older, for two hours per day up to two times per week
- Sign-ups taken at 2nd floor Information Desk (no advance reservations)
- Users must comply with Policy for the Use of Group Study Rooms

Information/Referral Desk (615-2914)

- 2nd floor, top of main Lobby stairs
- Directional and library information
- Catalog look-ups; reserves placed; nonfiction items placed on hold
- Group Study Room sign-ups
- Assistance with use of online catalog, databases, and Express Check machines at top of main Library stairs

Interlibrary Loan and Link+ Service

- Request genealogy ILLs at Reference Desk or in Heritage Pavilion on 2nd floor
- Librarians at Reference Desk or Children's Service Desk provide assistance with Link+

Internet

- Internet access available at computer workstations on both floors of Library
- Wi-Fi available throughout building; tables on both floors wired for power and data (Quiet Study Pavilion excluded)
- For Internet guidelines, time limits, and age restrictions for Library areas, see *Policy for the Use of the Internet in the Library* (available at all public service desks)

Kaiser Permanente Health & Wellness Collection

- 2nd floor to left of Information Desk
- Medical and consumer health reference resources
- Consumer health information (free pamphlets)

Languages Collection

- Languages Pavilion on 2nd floor, next to Parkside stairs
- Collections include foreign language books for adults and children and language learning materials, including ESL

Lost and Found

Circulation Desk, 1st floor Lobby (615-2970)

Microforms

- 2nd floor, between Copy Room and Heritage Pavilion
- Reader/printers available on 2nd floor near Heritage Pavilion; print/copy card required

Parking

- Underground parking garage and parking available in front and along right side of Library
- Short term and disabled parking to left of main Lobby entrance

Parkside Desk (615-2994)

- 1st floor, left side of boulevard near Parkside entrance
- Assistance with fiction, new books, and media
- Readers' advisory service
- Placement of reserves and fiction/AV holds, library account information, updating accounts

Parkside Plaza

Patio area outside Parkside entrance adjacent to Central Park

Periodicals (615-2915)

- Periodicals Pavilion, 2nd floor, right of Parkside stairs; houses periodicals and current newspapers, fireplace
- Periodicals Desk, right of 2nd floor boulevard
 - o Retrieval of controlled magazines and newspapers and back issues of both
 - o Assistance with copiers, printers, and microfilm reader/printers

Policies

Posted and available at all public service desks

Posting/Community Information

- Materials for distribution or posting may be dropped off at 1st floor Welcome Desk or 2nd floor Information Desk at top of main Lobby stairs
- Materials and flyers for posting must be accepted by Library (all others discarded)
- 1st floor Copy Room area: educational, recreational, and services information available and posted
- 2nd floor Copy Room: official postings
- See posted policy

Printing

- Four pay-for-print machines available:
 - o 1st floor: --in boulevard opposite Technology Center
 - --right of Parkside entrance
 - o 2nd floor: --Copy Room
 - --Languages Pavilion
- Print/copy cards purchased in Copy Rooms, both floors
- Printing from Public Computers flyer available at public service desks

Quiet Study

- Quiet Study Pavilion on 2nd floor, far left of Parkside stairs
- No computers, personal electronics, or conversation allowed

Reference (615-2900)

- Reference Desk on 2nd floor, top of Parkside stairs
- In person, telephone, and in-depth reference service
- Assistance with database research, Internet research, or use of online catalog
- Assistance with all library collections
- Placement of genealogy Interlibrary Loans, Link+ requests, items to be held, and reserves

 Sign-up for Internet and catalog classes, adult programs (on Library's Web site when scheduled)

Restrooms

- 1st floor:
 - Off Gallery to left of main Lobby
 - o Family restroom in Children's area
- 2nd floor: on right at top of main Lobby stairs

Special Needs Equipment

- 1st floor: assistive listening devices available for community/meeting rooms and Technology Center classes—see Welcome Desk in main Lobby
- 2nd floor:
 - Freedom Machine—enlarges print for reading, between Languages and Quiet Study Pavilions
 - Accessibility Workstation--enlarged screen and peripherals available, in Languages Pavilion at end of Internet workstations

Technology Center (615-2951)

- 16 Internet workstations for Internet and database classes (sign up at Reference Desk)
- Classes in some software applications (sign up in Technology Center)
- See Library Web site for scheduled classes
- When not used for instruction, workstations available for public (all ages)
- Computers have disc drives for use of floppy discs
- Portable disc drives checked out for use with personal computers on 2nd floor
- Tech Aides available in Tech Center and roam building to assist with patrons' technology problems
- Programs available: Microsoft Excel, Microsoft Powerpoint, Microsoft Word, Photo Editor, and Microsoft Publisher

Teen Services (615-2916)

- Teen Central, 1st floor left of Cafe
- Young Adult collection
- Internet access for teens ages 14-17—see Policy for Internet Use by Minors

Telephones

- Pay phones available outside main Lobby entrance
- Use of cell phones in Library not permitted

Terrace

2nd floor off Languages Pavilion, deck overlooking Parkside Plaza and Central Park

Volunteer Services (615-2919)

Opportunities for volunteering in the Library

Welcome Desk (615-2993)

- 1st floor Lobby, on left
- General library information and directions
- Register library patrons, update library accounts
- Catalog look-ups
- Assist with self-check machines
- Provide Community Room assistance after 5 p.m. weekdays or weekends; Community Room rental applications available
- Provide assistive listening devices for use in community/meeting room